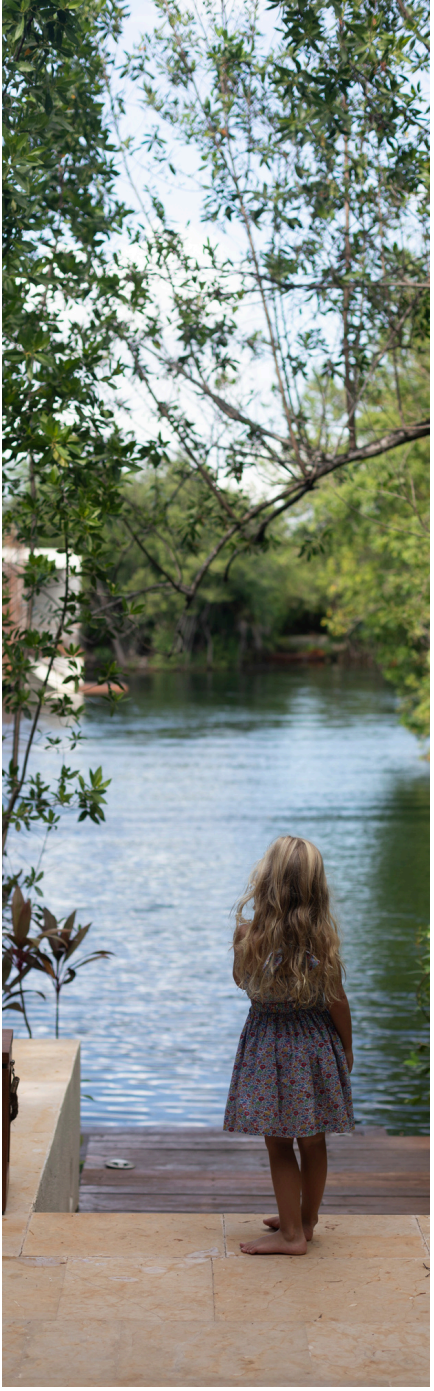




Q&A BABY AMENITIES

We understand the importance of providing exceptional experiences for all our guests, including our littlest ones and their families. With this in mind, we have curated a selection of premium amenities specifically tailored to meet the needs of families traveling with infants and toddlers.
Our Baby & Toddler amenities aim to elevate the guest experience by offering convenience, comfort, and peace of mind to families traveling with young children. From top-of-the-line cribs and strollers to in-room babyproofing kits, every detail has been carefully considered to ensure a seamless and enjoyable stay for families.
We want to ensure that your stay isn´t anything less than perfect, which is why we created this Q&A for families traveling with infants or toddlers.

1.Do I need to bring my own car seat?

No, the hotel can equip your transportation with age-appropriate car seat(s) upon advance request. Please note this is only for use of our RWMYK transportation and can be requested when booking directly through the hotel.

2. Are there babysitters or nannies available for hire?

Yes, we have a trusted team of childcare staff who are available for babysitting services. This can be booked in advance with the concierge or onsite with your butler.

3. Do I need to bring my own crib?

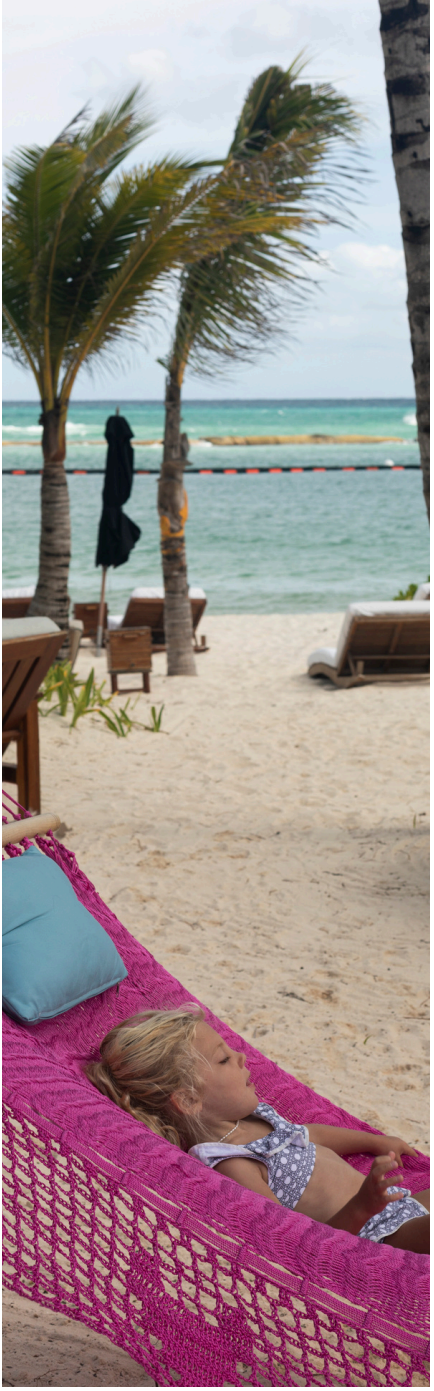
No, we can provide your suite with a crib upon request. Please see below for our full list of baby and child items that are available to be placed in-suite, upon request.

4. What accommodations are best for families?

While nearly all our suite categories can be tailored to welcome little ones, we recommend the Beachside Lagoon View Suites and the Deluxe Lagoon Suites for those traveling with babies or small children. Both the primary bedroom and living room of the Beachside Lagoon View Suite can be closed off with doors for privacy, while the Deluxe Lagoon Suite features two bathrooms and a primary bedroom that can be closed off with doors for privacy.
The Beachside Lagoon View also offers connecting suites, subject to availability. For larger families and groups, we also recommend the Mayakoba Two Bedroom Suite or any of our two to six -bedroom private residences.
Nevertheless, all our suites provide sufficient space for at least one crib or pack and play.

5. Are there any accommodations that are not recommended for families?

There are two suite categories reserved for adults only: the Deluxe Overwater Lagoon Suite and the Wellness Suite. Otherwise, all suite categories are available for families to book.



6. Which beach club is dedicated for families?

Starting on June 12, 2025, our beachfront oasis, Aquí Me Quedo, will open its doors to families, inviting everyone to enjoy this vibrant beachfront pool and beach club together. Kids' activities, family-friendly pools, and lively programming set the tone for memorable days.

Please note our other pool at Casa del Lago , is reserved for adults only throughout the day but open to guests of all ages for dinner.

7. Are swim diapers allowed in the kid-friendly pool?

Yes, kids can swim using swim diapers at Punta Bonita, the family pool and beach club. Swim diapers are also available for purchase at the boutique and can be requested in advance and placed in-suite.

8. Can the hotel supply floaties, a life vest, and toddler pool toys?

The hotel provides life vests for children specifically for use during our complimentary beach activities, but unfortunately, cannot otherwise lend them out.
Floaties, life vests, and pool toys are available for purchase at the boutique, but we recommend bringing your own for a more comfortable experience.

9. What items can be provided upon request at the hotel, fully complimentary?

In-transportation car seat(s) according to age *(only available with RWMYK provided transportation).*

- Baby Skincare Products
- Portable playpen
- Crib sheets
- Corner protectors and contact covers
- Diaper pail
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- Wooden crib
- Bed rails
- Non-skid mat
- Baby bathtub
- Baby bottle warmer & sterilizer
- Highchair
- Baby toilet trainer
- Baby monitor *(must be plugged in)*



10. What children's items are NOT available for purchase at our onsite boutique?

- Baby powder
- Formula
- Booster seats
- Baby bottles

ROSEWOOD
MAYAKOBA
RIVIERA MAYA